

Enterprise Incident Report January 2013

As of 2/1/2013

Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Science Technology and Research	Application Services	Dustin Crump	2 0	2 0
		Tony Larsen	1 1	1 1
		Assigned to Individual Total	3 1	3 1
	Billing	Sara Brown	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Capitol Desktop Support	Chad Poll	2 1	2 1
		Assigned to Individual Total	2 1	2 1
	Metro A Help Desk	Liz Evans	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Rural South Desktop Support	Silas Aitchison	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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		Low	FCR Total
Science Technology and Research	Assigned Group Total	8	8
		3	3
Customer Company Total		8	8
		3	3

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Science Technology and Research	Application Services	Dustin Crump	2	2
			2	2
		Tony Larsen	1	1
	Billing		0	0
		Assigned to Individual Total	3	3
			2	2
	Capitol Desktop Support	Sara Brown	1	1
			1	1
		Assigned to Individual Total	1	1
	Metro A Help Desk		1	1
			1	1
		Assigned to Individual Total	0	0
	Rural South Desktop Support	Liz Evans	1	1
			0	0
		Assigned to Individual Total	1	1
		Silas Aitchison	1	1
			0	0
		Assigned to Individual Total	1	1
			0	0

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		Low	MIR Total
Science Technology and Research	Assigned Group Total	8	8
		3	3
Customer Company Total		8	8
		3	3

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Science Technology and Research	Application Services	Dustin Crump	2 6.09	2 6.09
		Tony Larsen	1 0.18	1 0.18
		Assigned to Individual Total	3 4.12	3 4.12
	Billing	Sara Brown	1 28.75	1 28.75
		Assigned to Individual Total	1 28.75	1 28.75
	Capitol Desktop Support	Chad Poll	2 0.07	2 0.07
		Assigned to Individual Total	2 0.07	2 0.07
	Metro A Help Desk	Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Rural South Desktop Support	Silas Aitchison	1 0.25	1 0.25

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			Low	ATTIR Total
Science Technology and Research	Rural South Desktop Support	Assigned to Individual Total	1 0.25	1 0.25
	Assigned Group Total		8 5.19	8 5.19
Customer Company Total			8 5.19	8 5.19

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Science Technology and Research	Application Services	Dustin Crump	2 1	2 1
		Tony Larsen	1 1	1 1
		Assigned to Individual Total	3 2	3 2
	Billing	Sara Brown	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Capitol Desktop Support	Chad Poll	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Metro A Help Desk	Liz Evans	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Rural South Desktop Support	Silas Aitchison	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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		Low	MR Total
Science Technology and Research	Assigned Group Total	8 3	8 3
Customer Company Total		8 3	8 3

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Science Technology and Research	Application Services	Dustin Crump	2 6.09	2 6.09
		Tony Larsen	1 72.88	1 72.88
		Assigned to Individual Total	3 28.36	3 28.36
	Billing	Sara Brown	1 28.81	1 28.81
		Assigned to Individual Total	1 28.81	1 28.81
	Capitol Desktop Support	Chad Poll	2 0.48	2 0.48
		Assigned to Individual Total	2 0.48	2 0.48
	Metro A Help Desk	Liz Evans	1 0.05	1 0.05
		Assigned to Individual Total	1 0.05	1 0.05
	Rural South Desktop Support	Silas Aitchison	1 0.25	1 0.25

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			Low	ATTR Total
Science Technology and Research	Rural South Desktop Support	Assigned to Individual Total	1 0.25	1 0.25
	Assigned Group Total		8 14.39	8 14.39
	Customer Company Total		8 14.39	8 14.39

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Detail

INC000000620426	Breanne Johnson	Application	None	Gmail		TIR Missed: No	0.18
	Application Services	Tony Larsen	Science Technology and Research	Low	Resolved	TTR Missed: Yes	72.88
INC000000627757	Perry Thomson	Wireless Connectivity	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.25
	Rural South Desktop Support	Silas Aitchison	Science Technology and Research	Low	Closed	TTR Missed: No	0.25
INC000000632234	Ronda Robbins Jones	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	3.17
	Application Services	Dustin Crump	Science Technology and Research	Low	Closed	TTR Missed: No	3.18
INC000000634776	Ronda Robbins Jones	None	None	None		TIR Missed: Yes	28.75
	Billing	Sara Brown	Science Technology and Research	Low	Closed	TTR Missed: Yes	28.81
INC000000635175	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.15
	Capitol Desktop Support	Chad Poll	Science Technology and Research	Low	Closed	TTR Missed: No	0.95
INC000000639618	Justin Berry	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Science Technology and Research	Low	Resolved	TTR Missed: No	0.00
INC000000641451	Justin Berry	None	None	None		TIR Missed: Yes	9.01
	Application Services	Dustin Crump	Science Technology and Research	Low	Resolved	TTR Missed: Yes	9.01
INC000000642906	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Science Technology and Research	Low	Resolved	TTR Missed: No	0.05